



The Commonwealth of Massachusetts
Executive Office of Labor and Workforce Development
Department of Unemployment Assistance

A Guide to Benefits and Employment Services for Claimants



www.mass.gov/dua

will be paid. You are required to report all wages, even if they do not affect your weekly benefit amount. If you receive earnings above your weekly benefit amount, you must reopen your claim using UI Online, by calling TeleCert, or the TeleClaim Center.

2. Attend a MassHire Career Center seminar

You may be required to attend a seminar at a MassHire Career Center to help you find a job. The primary goal of the seminar is to connect you with the many job search resources available at MassHire Career Centers. If you receive a notice, you must schedule and go to the seminar by the deadline stated in the letter. If you do not go to a scheduled seminar, it may cause a delay in payment or loss of your benefits. Call the automated MassHire Career Center seminar scheduling system at 1-(800) 653-5586, or the MassHire Career Center nearest you to schedule your attendance, after you receive a notice to attend.

3. Engage in work search activities

The Massachusetts Department of Unemployment Assistance (DUA) requires that as a condition of eligibility you must:

- Make at least 3 work searches per week.
- Keep a detailed written log of your work search activities.
- Keep copies of documents related to your work search activities, including:
 - Emails to or from potential employers
 - Job application receipts
 - Job postings
 - Job fair announcements
 - Networking club information
- Bring printed completed copies of all Work Search Activity Logs and supporting documentation to your MassHire Career Center appointments.
- Provide your work search information to DUA upon request, along with any supporting documentation.

A sample log is provided at the end of this guide to help you track your work search activities. Most likely you have done more, but you only need to list three activities for each week claimed. If you need additional logs, you can download a copy at www.mass.gov/dua/worksearch, you can also obtain a copy at your local MassHire Career Center, or you can make additional copies of this work search log as needed.

You may be required to register with a MassHire Career Center. To find a MassHire Career Center near you, call 1-877-US-2-JOBS, or visit www.mass.gov/careercenters.

If you customarily obtain work through a union hall, you are required to remain active with your labor organization. To remain active, you must be a member in good standing, and be eligible for placement or referral. Massachusetts Law requires you to keep a written record of contacts with your union for the purpose of obtaining work.

If your work search is waived because you have a definite return to work date within 28 days, you are required to make yourself available to your former employer for work and to keep him/her informed on how to contact you for work.

If you are on a temporary layoff from a former employer with no definite return to work date within 28 days, you must keep your contact information current with the former employer and seek work with other employers. Contact with your former employer does not constitute a work search contact; you must still seek employment with other employers who are hiring in your trade or occupation.

If you live out-of-state and do not normally commute to work in Massachusetts, you are required to register for work with your state's employment services.

4. Be able to work

You must be physically able to perform work. If you are sick and unable to work, you may not be eligible for UI benefits for that week.

5. Be available for work

You must be ready and willing to work. If you limit the number of hours that you can work or refuse a job because of the amount of wages it pays, you may not be entitled to benefits.

- **Notify DUA if you enroll in school**

Attending school may affect your eligibility to receive UI benefits. You must notify DUA if you are attending school, registering for school, or no longer attending full-time training that was approved by DUA.

- **Collecting benefits while outside the country**

You are not eligible for benefits for any period of time you are outside of the United States, its territories or Canada; you should not request benefits for that time.

6. Review or edit your account information

You must notify DUA as soon as possible if your personal or contact information changes. You can update your information by logging in to your UI Online account, or by calling the TeleClaim Center.